

RFP # 2015-CAHPS-01**Alabama Medicaid Consumer Assessment of Healthcare****Providers and Systems CAHPS 2015 Survey RFP****Vendor Questions and Medicaid Answers****06/08/15**

Question ID:	1
Date Question Asked:	27 May 2015
Question:	Will the Vendor be required to administer the CAHPS Health Plan Survey Medicaid version 5.0 surveys with NCQA's additional HEDIS supplemental item set (i.e., CAHPS 5.0H Medicaid Health Plan Surveys), or without the HEDIS supplemental item set (i.e., CAHPS 5.0 Medicaid Health Plan Surveys)?
Section Number:	II. Scope of Work – 2. Survey Instrument
RFP Page Number:	Page 10
Medicaid Answer:	Yes, it is expected that there will be supplemental questions to be added, but the RFP does limit the number of questions to be 50 for pricing purposes.
Question ID:	2
Date Question Asked:	27 May 2015
Question:	Will the Vendor be required to administer the CAHPS 5.0 Child Medicaid Health Plan Survey with the Children with Chronic Conditions (CCC) measurement set <i>or</i> CAHPS 5.0 Child Medicaid Health Plan Survey without the CCC measurement set to the child Medicaid population?
Section Number:	II. Scope of Work – 2. Survey Instrument
RFP Page Number:	Page 10
Medicaid Answer:	Medicaid does not currently expect to include the Children with Chronic Conditions measurement set, but if needed and part of the supplemental set requested, Medicaid does retain the ability to include it in the future.
Question ID:	3
Date Question Asked:	27 May 2015
Question:	Can Medicaid provide an estimate as to what percentage of the Regional Care Organization (RCO) and non-RCO populations are Spanish speaking?
Section Number:	II. Scope of Work – 4.5 Data Collection Protocol

RFP Page Number:	Page 11
Medicaid Answer:	Medicaid does not have information on preferred language of the beneficiaries, but anticipates the need to administer the survey in English and Spanish at a minimum.
Question ID:	4
Date Question Asked:	27 May 2015
Question:	The RFP states that, “Medicaid...anticipates the need to administer the survey in English and Spanish at a minimum.” In addition to English and Spanish, in what other language(s) would Medicaid anticipate needing to administer the survey?
Section Number:	II. Scope of Work – 4.5 Data Collection Protocol
RFP Page Number:	Page 11
Medicaid Answer:	Medicaid does not anticipate any additional languages at this time, but retains the ability to add additional languages if they are identified by the Vendor as needed in future years.
Question ID:	5
Date Question Asked:	27 May 2015
Question:	At any point during the term of the Contract, does Medicaid anticipate requiring the Vendor to submit the adult and/or child Medicaid CAHPS survey data to the National Committee for Quality Assurance (NCQA)?
Section Number:	General
RFP Page Number:	General
Medicaid Answer:	Yes, Medicaid does anticipate the Vendor submit survey data to NCQA.
Question ID:	6
Date Question Asked:	27 May 2015
Question:	Will Medicaid require the Vendor to submit the Report of Survey Results and Data Files deliverables in a specific format (e.g., formal written report of survey results and text data files)? If so, please specify.
Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	7
Date Question Asked:	27 May 2015
Question:	Will Medicaid require the Report of Survey Results deliverables to include production of individual RCO and non-RCO specific reports <i>or</i> aggregate reports with statewide aggregate results and results stratified by RCO/non-RCO and sub-populations, as applicable?

Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Yes, Medicaid will require the Report of Survey Results deliverable to include both, an aggregated report to include individual RCO vs RCO, RCO vs. non-RCO, and full aggregated reports, as well as individual reports for individual RCO vs RCO. Medicaid needs the ability to compare RCO to non-RCO as well as individual RCO to individual RCO. See Table 1, page 10 of the RFP.
Question ID:	8
Date Question Asked:	27 May 2015
Question:	In the Scope of Work, Paragraph 5.1 Report of Survey Results and Data Files to Medicaid of the RFP, it states, “This deliverable includes a report on survey administration, including: response rates...and any other element that Medicaid may require.” Can Medicaid please provide additional information on “other elements” that the Vendor may be required to report on as part of this deliverable?
Section Number:	II. Scope of Work – 5.1 Key Deliverables
RFP Page Number:	Page 12
Medicaid Answer:	Medicaid currently does not anticipate any additional required elements but retains the ability to request additional elements if needed.
Question ID:	9
Date Question Asked:	27 May 2015
Question:	Is the data analysis protocol and reporting plan a separate deliverable (i.e., separate from the delivery of raw data files and analytic reports)?
Section Number:	II. Scope of Work – 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	No, the data analysis protocol and reporting plan is not a separate deliverable but is expected to be included as part of the Report of Survey Results deliverable.
Question ID:	10
Date Question Asked:	27 May 2015
Question:	Can Medicaid please clarify whether the “...raw data and completed analyses reports with validated response rates...” described in the Scope of Work, Paragraph 6 are deliverables separate from the Report of Survey Results and Data Files deliverables described in the Scope of Work, Paragraph 5.1 of the RFP? Alternatively, are these data and reporting requirements one in the same?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and 6 Data Analysis

	and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	The "...raw data and completed analyses reports with validated response rates..." described in the Scope of Work, Paragraph 6 are not separate deliverables from the Report of Survey Results and Data Files. The Report of Survey Results is a separate deliverable from the Data Files.
Question ID:	11
Date Question Asked:	27 May 2015
Question:	If the raw data and completed analyses reports are separate deliverables (i.e., separate from deliverables described in the Scope of Work, Paragraph 5.1), will Medicaid require the Vendor to produce individual RCO and non-RCO specific analyses reports <i>or</i> aggregate reports with statewide aggregate results and results stratified by RCO/non-RCO and sub-populations, as applicable?
Section Number:	II. Scope of Work – 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	The raw data and completed analyses reports are not separate deliverables from the Report of Survey Results and Data Files. The Report of Survey Results is a separate deliverable from the Data Files. Medicaid does require the Report of Survey Results deliverable to include both, an aggregated report to include individual RCO vs RCO, RCO vs. non-RCO, and full aggregated state-wide report, as well as individual reports for individual RCO vs RCO. Medicaid needs the ability to compare RCO to non-RCO as well as individual RCO to individual RCO. The Data Files can be combined if the data allows for the distinction between RCO vs non-RCO and to individual RCO. See Table 1, page 10 of the RFP.
Question ID:	12
Date Question Asked:	27 May 2015
Question:	Will Medicaid require printed hard copies of any of the reporting deliverables (i.e., printed hard copies of the report of survey results and/or analyses reports)? If so, how many hard copies of each deliverable would be required?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and 6 Data Analysis and Reporting
RFP Page Number:	Page 12
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	13
Date Question Asked:	27 May 2015

Question:	In the Scope of Work, Paragraph 5.1 of the RFP, it states, "Completed surveys are defined as any survey in which at least half of the key items are completed by the respondent." However, in Attachment B, Pricing Form, it states, "A successful individual survey response is defined as 80% of the questions have been answered." For purposes of pricing, can Medicaid please clarify what it defines as a completed survey/individual survey response?
Section Number:	II. Scope of Work – 5.1 Key Deliverables and Attachment B, Pricing Form
RFP Page Number:	Page 12 and Page 36
Medicaid Answer:	Please refer to Amendment I posted on 6/8/2015.
Question ID:	14
Date Question Asked:	27 May 2015
Question:	Please confirm that the Pricing Form (Attachment B) is to be submitted as part of the Technical Response and not as a separate, sealed document.
Section Number:	Attachment B, Pricing Form
RFP Page Number:	Page 36
Medicaid Answer:	The Pricing Form must be submitted as part of the Pricing Section. The Pricing Section shall be submitted as a separately bound document as part of the overall Proposal package described in Section IX.M.